PAPER MILL PLAYHOUSE RENOVATION QUESTIONS

We are in midst of an exciting campus-wide renovation that includes transforming our lobby, restaurant, and outdoor spaces, enhancing every guest's experience, including the long-awaited addition of more restrooms. To bring this vision to life, we will present a four-show season instead of our usual five for the 2026-2027 season. This is a temporary change that will give us the time to begin the construction project and prepare the site to produce a season during construction.

GENERAL RENOVATION

Is the auditorium being renovated, or just the front of the building?
The auditorium will remain untouched during the scope of the renovation – only the mezzanine will be inaccessible due to the construction on the lobby and surrounding front-of-house area.

How long will these renovations last?
Construction is scheduled to be completed by the end of the summer of 2027.

Construction timing
Construction will not take place during performances; construction on weekday matinees will end by 1:00 PM.

PARKING AND ARRIVAL

How will construction affect parking?
Parking on the Paper Mill campus will be very limited this season.

Parking Lot A will be occupied by construction trailers and equipment and **will not be available to patrons**. **Parking Lots B, C and D** will be unaffected by the construction. Even with reduced audience capacity, on-campus parking will be a challenge.

We strongly encourage patrons to:

- **Park in a Millburn municipal lot.** Additional shuttle service will operate from designated town lots before and after performances.
- **Carpool whenever possible.** If you are attending with friends or family, arriving together will help reduce congestion and make parking easier for everyone.

Designated accessible parking spaces are located in Lot C. If accessible parking is unavailable, we recommend patrons using wheelchairs or mobility aides to be dropped off in **Parking Lot C** to disembark their vehicles so they can proceed to entering the theater while their companions obtain parking in a neighboring lot.

Will traffic on Brookside Drive be affected?
For certain performances, we may coordinate with the Millburn Police Department to temporarily close Brookside Drive to thru traffic; guests should inform traffic control officers that they are arriving to attend their performance and will easily be let through to campus.

Where will we enter and exit the theater?
A primary entrance to the theater will be located on the **Brookside Drive** side of the building where patrons will access an enclosed walkway to safely and efficiently enter and exit the auditorium.

How early can we enter the theater?
The auditorium will open **one hour before curtain**. Early arrivals may get a behind-the-scenes glimpse of fight calls, lighting and sound checks, and other technical preshow activity normally completed before the audience arrives. We *do not* encourage arriving any earlier than 1 hour before curtain, since there will be no interior gathering spaces available.

Will the shuttle bus still be available? Where will shuttle pickup and drop-off take place?
The complimentary shuttle will still be available for performances, with pickup and drop-off available in front of the building. We encourage patrons to utilize downtown parking lots and visit our Parking webpage for more details about parking availability for performances.

What resources will you provide to keep us warm/dry while we wait outside during the winter?
Guests waiting on line should anticipate some exposure to weather while outside. Our primary goal will be to expedite entry into the theater for guests as quickly as possible.

FACILITIES

Will this affect the availability of bathrooms?
Premium Portable Restrooms are stationed outside near the main entrance to the auditorium during construction. These facilities are climate-controlled and include electricity, flushing toilets, and running water.

A designated accessible restroom unit is conveniently located near the main entrance.

What happens if we need to evacuate?
All standard evacuation procedures will remain in effect during construction – Paper Mill staff are trained and readily able to respond to evacuations and will guide patrons to designated areas of egress.

BOX OFFICE

If I want to buy tickets at the Box Office in person, where should I go?
We offer two locations for ticket sales while our lobby is under construction:

- On campus, a miniature box office trailer is positioned **directly next to the Carriage House Restaurant**, where guests can purchase or pick up their tickets during our regular business hours, as well on the day of their performance.

- For guests who wish to avoid traffic and congestion around campus during performances (if not scheduled to attend the show), a satellite location for purchasing tickets is available at **Paper Mill Studios** in downtown Millburn at 20 Main Street, located in **municipal parking lot 1**.

Is parking in downtown Millburn free?
No, parking in all downtown lots is paid all day until 6:00 PM and free only on Sundays.

Can I bring cash to the box office?
Due to space constraints and cash handling logistics, we encourage cashless payments.

ACCESSIBILITY

How does this affect access for guests using a wheelchair?
Our building will still be accessible for patrons in wheelchairs or mobility devices, and all accessible seating in the auditorium will remain available.

Patrons may also request use of our courtesy wheelchairs for assistance to their seats.

Will you still have access services available for performances?
Yes! All of our standard access services (assistive listening devices, Braille & large print programs, etc.) will be conveniently available in the back of the theater. Our scheduled access services for audio-described, open-captioned, and ASL-interpreted performances will not be disrupted by construction.

Will the sensory seminars still be held prior to audio-described performances?
Due to construction and the need to allow audiences into the auditorium as early as possible, we will not be able to offer pre-show sensory seminars for audio-described performances. We look forward to resuming these offerings in the season following construction!

Will you still offer Autism-friendly performances?
Due to the construction on the lobby and surrounding front of house area, the ability to offer our usual accommodation for Autism-friendly performances (such as our activity center/chill-out zone, and the ability to freely roam) will be significantly limited. Therefore, we will not be able to offer dedicated Autism-friendly performances, but we look forward to resuming these offerings to their full extent after construction is done.

AUDIENCE EXPERIENCE

Will you still have concessions/bars to purchase snacks and drinks?
Limited concessions will be available inside the theater at pop-up locations.

The Carriage House Restaurant will remain open during pre-show, intermission, and after the show, although access to the restaurant may be a little harder to get to.

Can we still buy merchandise from the gift shop?
There will not be a physical gift shop located on campus. However, show merchandise will be available at our satellite box office after performances. Merchandise can be purchased now on the Paper Mill Mobile app and picked up after your performance!

UPDATES & COMMUNICATION

How will I be notified of any changes or updates before my performance?
All ticket holders will receive a **Know Before You Go** pre-show email a few days in advance of their performance, with as much up-to-date information regarding our renovations and the patron experience as possible. We encourage patrons to keep an eye on their email in the days leading up to their performance and to review their pre-show reminder email in detail to stay informed of what to expect when they arrive for their performance.

Have other questions?
Contact Ticketing Services at BoxOffice@PaperMill.org or 973.376.4343
or visit PaperMill.org/TheNextAct to learn more about The Next Act Campaign!